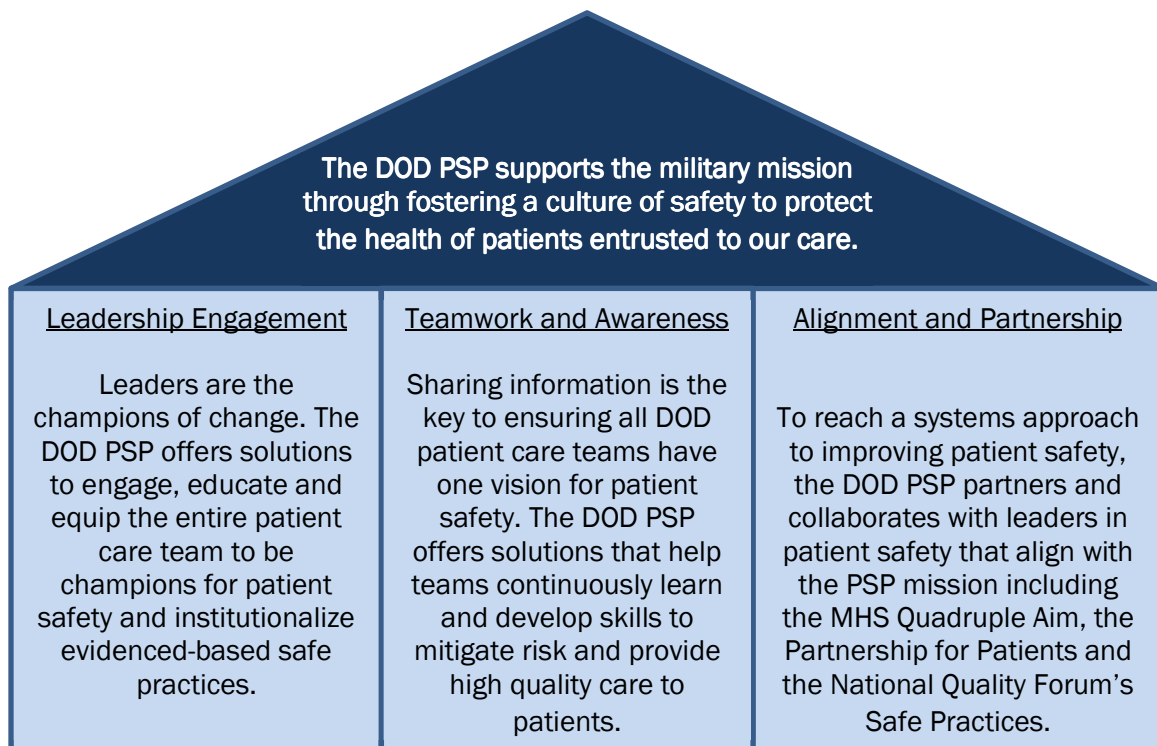




MESSAGE HOUSE: HIGH LEVEL OVERVIEW



Message Cascade: Core Message and Key Themes

CORE MESSAGE

The DoD PSP supports the **military mission** through fostering a **culture of safety** to protect the health of **patients entrusted to our care**.

Supporting Messaging and Proof Points

The following supporting messaging flows from the core message and is aligned with the key program strategies. The sub-points associated with each message are proof points that further illustrate the key message.

Leadership Engagement

Leaders are the **champions of change**. The DOD PSP offers solutions to **engage, educate and equip** the entire patient-care team to be champions for patient safety and institutionalize evidenced-based safe practices.



- At a local level the patient safety staff (e.g., Patient Safety Managers) at DOD Military Treatment Facilities pave the way towards a safer patient environment as patient safety champions. The Military Health System includes 59 hospitals and medical centers, 364 medical clinics and 281 dental clinics. The DOD PSP seeks out feedback from the patient safety staff to equip them and the MTFs with leadership tools to promote patient safety effectively.
- Leadership tools not only engage leaders and help them effectively communicate with staff, but also help staff engage their leadership. These tools include:
 - DOD PSP Basic Patient Safety Manager Course
 - PSM briefings for leadership
 - Culture Survey Information
 - Improvement Guide
 - Commanders Forum

Teamwork and Awareness

Sharing information is the key to ensuring all DOD patient-care teams have **one vision for patient safety**. The DOD PSP offers solutions that help teams continuously learn and develop skills to mitigate risk and provide **high quality care** to patients.

- The DOD PSP empowers patient-care teams to make a difference for their patients.
- The DOD PSP fosters a patient safety culture by promoting trust and transparency through communication, coordination and teamwork.
- The DOD PSP will continue to build awareness and sustainability of its programs to empower DOD caregivers with the tools they need to build a just culture predicated on integrity, transparency, and openness – a culture of patient safety.
- Training isn't just one event. It's an ongoing learning process. The DOD PSP offers courses, toolkits and other solutions and resources that give the entire patient-care team the opportunity to continuously learn and develop their skills as patient safety champions.
 - **TeamSTEPPS®** (Team Strategies and Tools to Enhance Performance and Patient Safety) assessment, training, coaching and sustainment efforts optimize communication and other teamwork skills among providers who reliably deliver safe, high quality care.
 - **Team Resource Centers**/Centers of Excellence conduct fundamental research and special projects on teamwork and patient safety. Several TRC/COE conduct TeamSTEPPS courses.
 - **DOD PSP Toolkits** offer just-in-time training, action steps and resource guides for specific patient safety issues targeted for health care providers, education specialists, and PSMs.
 - **The Patient Safety Learning Center** promotes communication and increases awareness across the patient safety community. This member-based community Wiki enables community members to access and contribute lessons learned, best practices, tools and resources, news articles, community events, and much more.
 - **Learning activities** include instruction such as the Basic Patient Safety Manager's course, TeamSTEPPS and Patient Safety Reporting. Additionally, there are monthly interactive Patient Safety Learning Circles/Webinars. These are open to all MTFs and focus on a variety of patient safety topics and feature subject matter experts



- who share the latest evidence, lessons learned, best practices, and success stories from the DOD as well as the civilian community.
- DOD PSP publishes and disseminates **monthly eBulletin** which shares topics of interest and PSP updates.
- The DOD PSP promotes and provides systems and resources that help the patient-care teams decrease risk and improve the caregiving processes.
 - The Patient Safety Reporting System is a web-based application that will standardize reporting across the MHS enterprise by allowing the MHS to capture, track and trend health care events.
 - The Tri-Service Survey on Patient Safety (Culture Survey) is distributed every three years to MTF staff to determine cultural trends among all staff in DOD facilities.
 - The DOD PSP offers risk mitigation and assessment tools that DOD caregivers can use to improve patient safety at their facilities.
 - The RCA courses offered by the DOD PSP offer DOD health care providers additional skills to function successfully in their positions.
 - The DOD PSP also distributes patient safety data-based publications that DOD health care providers can read to get the latest information around mitigating errors and protecting patients.

Alignment and Partnership

To reach a systems approach to improving patient safety, the DOD PSP **collaborates with leaders** in patient safety that **align with the PSP mission** including the MHS Quadruple Aim, the Partnership for Patients and the National Quality Forum's Safe Practices.

- The DOD PSP is aligned with the MHS Quadruple Aim model of care which incorporates the following goals:
 - **Readiness:** Enabling a medically ready force, a ready medical force, and resiliency of all MHS personnel.
 - **Experience of Care:** Patient and family centered care that is seamless and integrated.
 - **Population Health:** Improving quality and health outcomes for a defined population. Advocating and incentivizing healthy behaviors.
 - **Per Capita Cost:** Managing the cost of providing care for the population. Eliminate waste and reduce unwarranted variation; reward outcomes, not outputs.
- The DOD PSP supports national initiatives that align with our mission and vision for delivering high quality, safe health care to the patients entrusted to our care. For example, DOD is serving as a vanguard Partner for the Partnership for Patients initiative. The Partnership for Patients has two goals:
 - Decrease hospital readmission rates by 20 percent by the end of 2013
 - Decrease the rate of hospital-acquired conditions (HACs) by 40 percent by the end of 2013.
- The National Quality Forum's Safe Practice Goals serve as a framework for the DOD PSP
 - NQF Safe Practice 1: Leadership Structures and Systems – ensures organization wide awareness of patient safety performance gaps, accountability of leaders for



- gaps, and adequate investment in performance improvement abilities and actions taken to ensure safe care of patients.
- NQF Safe Practice 2: Culture Measurement, Feedback, and Intervention – health care organizations measure culture, provide feedback to leadership and staff, and undertake interventions that will reduce patient safety risk.
 - NQF Safe Practice 3: Teamwork Training and Skill Building – develop organization wide approach to build team-based care through teamwork training, skill building, and team-led performance improvement interventions that reduce preventable harm to patients.
 - NQF Safe Practice 4: Identification and Mitigation of Risks and Hazards – systematically identify and mitigate patient safety risks and hazards with integrated approach to drive down and prevent patient harm.
- By participating in outreach events, the DOD PSP helps deliver the message how communication, collaboration, and coordination can help improve patient safety.